



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Charter Fiberlink-Illinois, LLC**  
**for quarter ending September 30, 2007**

<b>Out of Service More Than 24 Hours</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$179.92	\$290.21	\$97.95	\$568.08
B. Number of credits issued for repairs - 24 - 48 hours	39	52	29	120
C. Number of credits issued for repairs - 48 - 72 hours	5	2	3	10
D. Number of credits issued for repairs - 72 - 96 hours	2	5	0	7
E. Number of credits issued for repairs - 96 - 120 hours	0	2	0	2
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$495.00	\$1,020.01	\$1,495.00	\$3,010.00
B. Number of installations after 5 business days	10	22	26	58
C. Number of installations after 10 business days	1	0	3	4
D. Number of installations after 11 business days	0	0	1	1
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$3,860.00	\$4,990.01	\$3,950.00	\$12,800.01
B. Number of customers receiving credits	80	101	81	262
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**